Race and Ethnicity
Data Collection

Learning Objectives:

By the end of this section, you will have:

- Reviewed the purpose and intent of collecting race and ethnicity data.

- Distinguished the difference between race and ethnicity.

- Reviewed the definitions of ethnicity and the race categories in Client Services 4.4.

- Practiced how to collect race and ethnicity data by asking the federally required questions.

- Demonstrated how to interpret client/caregiver answers to race and ethnicity questions and document in Client Services.

Race and Ethnicity Data Collection

"Our cultural diversity has most certainly shaped our national character."

Julie Bishop

In this section we'll be learning about the difference between race and ethnicity and discussing changes in the way we ask about and document this information.

Why does WIC collect race and ethnicity data?

As a federal program, WIC is required to collect race and ethnicity information to assure that WIC eligible race and ethnicity groups in Washington State are appropriately represented within the Washington WIC Nutrition Program.

By accurately collecting this information, WIC plays an important role in helping to identify and overcome health disparities. For example, some groups may be more prone to diabetes or pregnancy induced hypertension, etc. We provide nutrition education and make important referrals as part of every certification and any time we find a need. The more we understand about the clients we serve, the better we will be able to help identify and meet their needs.

Why change the way we collect this information?

Beginning in the 1990's under the Clinton administration, the Office of Management and Budget (OMB) did a great deal of research on how race and ethnicity information was collected in federal programs. The OMB found there was a wide variety of ways this information was collected from program to program and state to state. As a result OMB passed a law in 1997 requiring that <u>all</u> federal programs collect and report race and ethnicity data according to the same required format.

Some federal programs began using the new format as early as 2002 and many programs made the transition beginning in 2005.

Purpose and intent of the new data collection mandate

The Office of Management and Budget (OMB) created these goals for race and ethnicity data collection. OMB wants the data collection system to:

- Better reflect the increasing diversity of our population.

- Assure that Civil Rights laws are being upheld.

- Identify health disparities between races and ethnicities so that strategies can be developed to overcome them.

- Obtain race and ethnicity data information in an accurate and consistent manner for all federal programs.

    Which of these goals for collecting race and ethnicity information do you feel are important in the WIC setting?

Obtaining race and ethnicity data information in an accurate and consistent manner for all federal programs will help assure equal access in housing, education, and employment for all community members throughout the United States, particularly those populations that had experienced discrimination and different treatment because of their race or ethnicity.

The new format

The new format for asking and collecting race and ethnicity information involves asking clients two questions. One question is about ethnicity and one is about race. You will be able to choose all race categories that apply for each client. Being able to select all race categories that apply will give more information on the specifics of the diversity of the clients you serve.
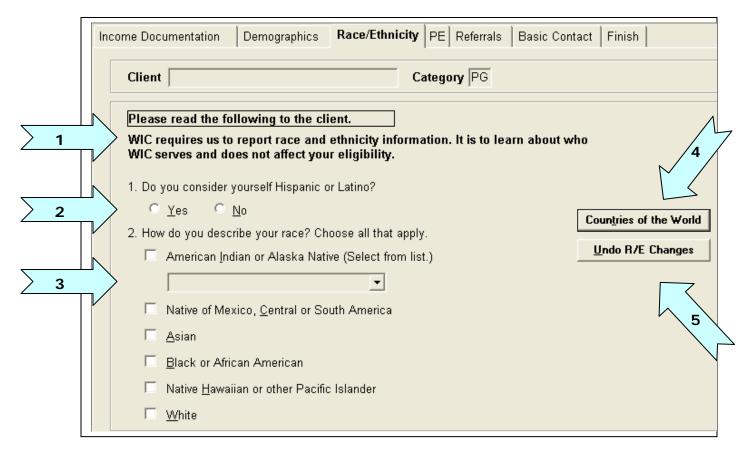
Client Services 4.4 has a new tab where you will be guided to ask these questions.

Since many other federal programs and institutions, such as Medicaid, schools and housing programs, have previously changed to this format, many WIC clients may already be familiar with the changes.

The Race/Ethnicity Tab At A Glance

Race/Ethnicity Tab

1. This statement at the top of the tab guides you in letting the client know this information will not affect their eligibility on the program.

2. Ethnicity question.

3. Race question.

4. Countries of the World – a tool to help you and your client identify the predominant races of specific countries.

5. Undo R/E Changes – a button that clears entries on the tab that have not yet been saved.

What are Race and Ethnicity?

Race and ethnicity can be thought of in terms of social and cultural characteristics as well as ancestry.

Defining Ethnicity

Merriam-Webster Dictionary defines Ethnicity (or Ethnic) as:

A.   ethnic quality or affiliation.
B.   sharing distinctive cultural traits as a group in society.
C.   relating to a group or groups in society with distinctive cultural traits.

Ethnicity is about culture.

Defining Race

Merriam-Webster Dictionary defines race as:

A.   family, tribe, people, or nation belonging to the same stock.
B.   a category of humankind that shares certain distinctive physical traits.

Race is about the origin of your ancestors.

Staff will ask one question about ethnicity and one about race

Previously we asked clients how they would like to report their racial/ethnic background. Race and ethnicity information were not separated and clients were only able to select two racial/ethnic choices.

In Client Services 4.4, WIC staff can document ethnicity and race information more appropriately by separating race and ethnicity information and allowing WIC clients to select <u>all</u> the race categories that apply to them. These changes will help WIC to more accurately reflect the rich heritage and diversity of the clients we serve.

Collecting Ethnicity Information

WIC staff ask the client or caregiver the following question regarding ethnicity and document the answer Yes or No on the Race/Ethnicity tab.

> 1. Do you consider yourself Hispanic or Latino?
>
>   ○ Yes   ○ No

This required question is included because this population had been vastly under counted in previous census data.

The federal definition of Hispanic/Latino is:

> A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture, regardless of race.

The client's/caregiver's answer to the question "Do you consider yourself/your child Hispanic or Latino?" will depend on how they perceive their culture and how they have been raised, their "cultural upbringing".

> *What do you think are some of the key characteristics of "culture" or "cultural upbringing"?*

"I see things as a citizen of this planet because I was born in one country, Columbia; raised in another, Argentina; and live in another, the United States. I feel the richness of the cultures in Latin America has opened new avenues for me. It has made me a person who is able to have a better understanding of different situations."

Adriana Ocampo
NASA Research Scientist

Ethnicity examples:

Previously some clients reported their racial/ethnic background as Hispanic or Latino and now it is documented as their ethnicity. These clients will have the opportunity to select all of the appropriate race categories that apply to them.

In the following examples, consider how the client or caregiver might answer the question "Do you consider yourself/your child Hispanic or Latino?" It is important to remember that we would not know for sure how <u>any</u> client/caregiver would respond to this question unless we ask.

Client # 1:

A breastfeeding woman lives in Washington state in a Hispanic community. However, she does not identify with being Hispanic or Latino.

Client # 2:

A child is born in the United States and raised in a Hispanic and Latino community. The family identifies with this culture.

Client # 3:

An infant is born to a family who does not understand the term Hispanic or Latino. When you explain what it means, the family does not consider their infant as being Hispanic or Latino.
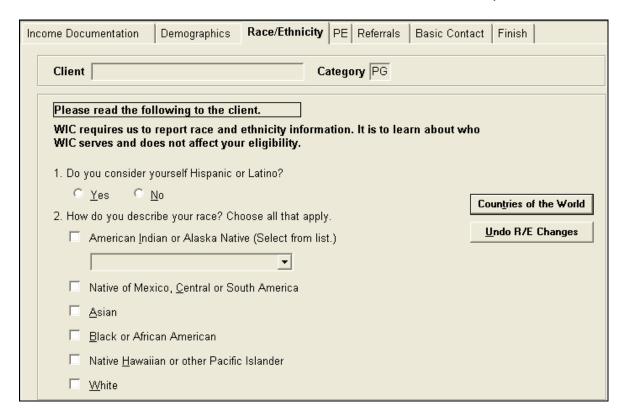
Client # 4:

A pregnant woman was born in Mexico and lived there until she was 4 years old. She has lived in Washington state for 18 years in a non-Hispanic community. The woman identifies with her Hispanic and Latino heritage.
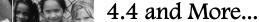
Collecting Race Information

WIC staff document the client's race information on the Race/Ethnicity tab.

- Ask the client/caregiver "How do you describe your race? Select all that apply."

- Document as many of the categories as the client/caregiver identifies. You must mark at least one and can select up to all six.

Client Services 4.4 has **six** race category selections as shown above. Federally there are **five** race categories. Washington State had the option to slightly modify the categories or add additional categories (within reason).

The Washington State WIC Nutrition Program took one large federal category and separated it into the two categories "American Indian or Alaska Native" and "Native of Mexico, Central or South America" in order to get better information about the clients served in Washington state. **These two categories are combined when information is reported to federal agencies**.

A closer look at the race categories:

The origin of your ancestors determines your race, your place of birth does not (necessarily) determine your race. This theme is consistent throughout the race definitions below.

> *Review the following race category descriptions.*
> *What are the key items that stand out to you for each category?*

1. **American Indian or Alaska Native**: Having origins in any of the original peoples of Alaska, Canada or the United States and who maintains tribal affiliation or community attachment.

2. **Native of Mexico, Central or South America:** Having origins in any of the original peoples of Mexico, Central or South America and who maintains tribal affiliation or community attachment.

3. **Asian**: Having origins in the original peoples of the Far East, Southeast Asia, or Indian Subcontinent including Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, Thailand, Vietnam and the Philippine Islands. (Note: The Philippine Islands previously came under the federal race definition of Pacific Islander.)

4. **Black or African American**: Having origins in the black racial groups of Africa.

5. **Native Hawaiian or Other Pacific Islander**: Having origins in the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.

6. **White**: Having origins in the original peoples of Europe, Middle East, or North Africa.

Let's revisit the previous client examples in regard to race:

Client # 1:

A breastfeeding woman lives in Washington state in a Hispanic community. However, she does not identify with being Hispanic or Latino.

The woman was born and raised in Washington and lives in a Hispanic community in Yakima. The woman's family and ancestors are from Washington and are members of the Nisqually tribe. She also has some ancestors from Europe, mostly France.

The woman would probably not consider herself as Hispanic/Latino when WIC staff ask about her ethnicity. She would likely describe her race as American Indian or Alaska Native, specifically the Nisqually tribe, and White to reflect her European heritage.

Client # 2:

A child is born in the United States and raised in a Hispanic and Latino community. The family identifies with this culture.

One of the child's parents is from Venezuela and has a heritage that is black, white and native South American. The other parent's ancestors are from China.

The child would mostly likely be considered as Hispanic/Latino due to the family identifying with the culture. The family may describe the child's race as Black; White; Native of Mexico, Central or South America; and Asian.

Client # 3:

An infant is born to a family who does not understand the term Hispanic or Latino. When you explain what it means, the family doesn't consider themselves as being Hispanic or Latino.

One of the infant's parents is from Somalia and one is from the Philippines. Their ancestors are from these areas.

The infant would not be considered as Hispanic/Latino since the family does not identify with this ethnicity. The race categories the family would likely choose are Black and Asian. **Note**: The Philippines are considered as Asian with the new federal categories.
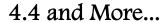
Client # 4:

A pregnant woman was born in Mexico and lived there until she was 4 years old. She has lived in Washington state for 18 years in a non-Hispanic community. The woman identifies with her Hispanic and Latino heritage.

The woman was born in Mexico to parents of Spanish ancestry.

She would likely consider her ethnicity as Hispanic/Latino and select White as her race to reflect the European origins of her ancestors.

"Everybody is individually different."
Sebastian Bach

Policies for asking race and ethnicity information

Most of the policy and procedures around <u>how</u> WIC staff obtain race and ethnicity information from clients hasn't changed.

Ask race and ethnicity information in person. This information is asked in person, not over the phone. This policy helps prevent the perception of discrimination. For example, if staff ask the client race and ethnicity information over the phone, and then the client has to wait longer than they expect in the clinic while other clients are being seen sooner; the client may be concerned that it took longer to be served because of their race or ethnicity.

Client self reporting is preferred. Research shows that allowing a client to self-report race and ethnicity results in the most accurate data. This is also the most respectful way of gathering this information.

There are three ways race and ethnicity information can be gathered:

1. Self reporting
    - Ask the client the question about their ethnicity and the question about their race. Document the client's answers on the Race/Ethnicity tab.

2. Using tools to assist self reporting
    - Use the new R/E Client Tool (sample on page 30 in the Appendix) to help the client self report their ethnicity and race selections. The handout lists the two questions and provides information about each of the race categories to assist the client in self-reporting this information. A list of tribes is located on the back to help identify a tribe when the category "American Indian or Alaska Native" is selected.

    - A new Help feature in Client Services called "Countries of the World" can guide you and your client to determine race based on race statistics by country. This is a tool to assist you. More information about this feature is located on pages 20 and 21.

3. Using your best skills to select race and ethnicity when the client refuses to provide the required information
    - Because this data is federally mandated, staff must use their own best judgment to determine the race and ethnicity for a client who refuses to provide the required information.

Keys to asking race and ethnicity questions

The topics of race and ethnicity can be very sensitive to people for a variety of reasons.

> *What concerns do you think your clients might have about being asked their race and ethnicity information?*

A recent survey of customers done in a hospital setting identified a few keys to collecting race and ethnicity information. The Race/Ethnicity tab was designed to guide you through the process of asking this information with these keys in mind.
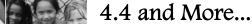
➥ **Provide the client with a rationale for why this information is being asked**.

> Many people who participated in the hospital survey said they wanted to know why the information was being gathered and how the information would be used. They also wanted to know that this information would not prevent them from receiving care or services.
>
> The statement at the top of the Race/Ethnicity tab lets the client know why this information is being asked and that it will not affect the client's eligibility for the WIC program. Read the statement to the client as it is written.

> "WIC requires us to report race and ethnicity information. It is used to learn about who WIC serves and does not affect your WIC eligibility."

> This statement is located at the top of the Race/Ethnicity tab and the R/E Client Tool.

❧ **Ask the questions so the information is gathered in a consistent manner**.

Since this information is used by federal programs to compare access to services and identify health disparities, it is important that it is gathered consistently in all programs.

Staff ask the ethnicity and race questions as they are written and in the order they are listed on the tab. This is a federal requirement.

❧ **Use tools and methods to allow clients to self-identify their race and ethnicity**.

Self-identification by clients gives the most accurate information.

Use the R/E Client Tool to help clients self-identify and report this information. The tool gives information about the race categories so clients can make the selection(s) that apply to them.

There is a "Countries of the World" Help feature on the tab which can be used to assist self-identification if the client only reports their country of origin instead of their race.

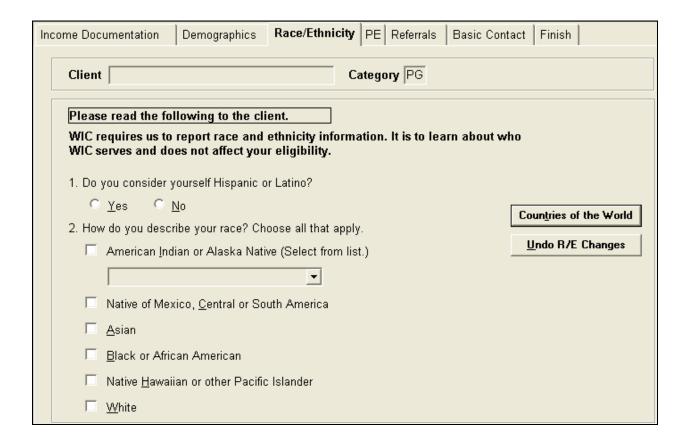❧ **Assure clients that the information is kept confidential**.

Customers in the hospital survey felt more confident giving this information when they knew it was kept confidential, or at least not identified with them personally in reports.

Let clients know that the information WIC collects is confidential. Some clients may be concerned that giving this information will affect their immigration status, or they may have concerns that they will be treated differently because of their ethnicity or race.

It is important to inform clients that getting WIC does not affect their immigration status, and that Washington WIC does not discriminate. This information is printed at the bottom of the R/E Client Tool, the Rights and Responsibilities form, and on the WIC ID/Appointment Folder.

A Closer Look At The Tab

Race/Ethnicity Tab

The next few pages go in to more depth about the functions of the Race/Ethnicity tab and specifically how to document on the tab.

The Race/Ethnicity tab has been added to Client Services in the following places:

- **Desktop** – located right after the Demographics tab so it is easily accessible.
- **Presume Eligible (PE) wizard**
- **Enroll Infant (EN) wizard**
- **New Certification (NC) wizard**
- **Transfer-in (TI) wizard ***

These wizards are face-to-face services when race and ethnicity data must be entered. The Race/Ethnicity tab was added in to the wizard to make it easier to ask and document this information during these appointments.

*   The Transfer-In wizard is by policy an in-person process. Race and ethnicity information is required to be collected at this time and the client who has been transferred-in is eligible to receive WIC checks. For program integrity purposes the client must be present to show ID and transfer documentation in order to be transferred in to the clinic.

    Refer to the state WIC manual, Volume 1, Chapter 21 – Transfers, Verification of Certification for more information.

Documenting on the Race/Ethnicity Tab

Client based

Race and ethnicity information is client based. Staff document the race and ethnicity of each member in the group separately from the race and ethnicity information of another member of the group. Each person's information is unique to the person.

Questions are category specific

When the client is a woman the questions are directed toward her "Do you consider *yourself* Hispanic or Latino?" and "How do you describe *your* race?"

When the client is an infant or child, the questions are directed toward the caregiver. "Do you consider *your child* Hispanic or Latino?" and "How do you describe *your child's* race?"

Documenting ethnicity

Document the response to the ethnicity question, "Do you consider yourself Hispanic or Latino? Yes or No" by simply clicking the yes or no button to document the response.

• It is required to document Yes or No to this question.

Note: According to the federal definition, the terms Hispanic and Latino mean the same thing. Some people may identify more with one terms than the other, so both are used in the ethnicity question.

Documenting race
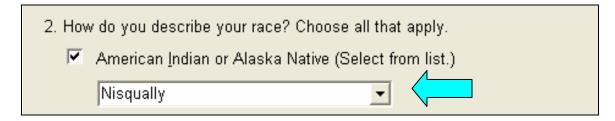
Document the response to the race question, "How do you describe your race? Choose all that apply." Clients and caregivers have the option to report all races that apply to them/their child from the 6 categories listed. Click in the box that corresponds to each of the categories the client reports.

• At least one race category must be selected.

• As many as all six can be selected.

Documenting tribe information

When you select the race category "American Indian or Alaska Native" a selection box to document a tribe becomes available. This feature was requested by local agencies to obtain better data about the Native American tribes served by the Washington WIC program.

> 2. How do you describe your race? Choose all that apply.
>
> ☑ American Indian or Alaska Native (Select from list.)
>
> Nisqually ▼

- A tribe <u>must</u> be selected from the dropdown list when this race category is documented.

- The tribe selection list includes Washington state federally-recognized tribes in addition to "Other – WA state tribe", "Other – Non-WA state tribe" and "Unknown".

If the client's tribe is not on the list, select "Other – WA state tribe" or "Other – Non-WA state tribe". You can document the tribe in the "Other Tribe" field, if desired. Documenting in the "Other tribe" field is not required.

> 2. How do you describe your race? Choose all that apply.   **Undo R/E Changes**
>
> ☑ American Indian or Alaska Native (Select from list.)
>
> Other - Non-WA State Tribe ▼   Other Tribe Apache

"Unknown" can be selected to reflect that the client is an American Indian or Alaska Native but the specific tribe is not known.

The Race/Ethnicity Client Tool lists the tribe selections on the back to help clients/caregivers identify which selection is most appropriate for the client.

Undo R/E changes button

The Undo R/E Changes button allows you to clear the selection(s) made if you have clicked in the wrong ethnicity or race information, or you have selected the wrong client. It will clear all boxes for you when entering new information, but will not clear previously saved information. If information had been saved previously, pressing the Undo R/E Changes button will return the previously saved selections.

Saving information on the tab

When the Race/Ethnicity tab is in a wizard (it is located in the PE, EN NC, and TI wizards) the information entered on the tab will be saved when you press the Finish button on the Finish tab.

When entering information on the Race/Ethnicity tab on the Desktop (not in a wizard) save the information by pressing the Save icon (the diskette) on the toolbar.

Once race and ethnicity information is saved in the client's file it does not need to be asked or entered again, it stays in the client's file (unless it is updated or corrected in the future).

Example of Client # 1
Completed Race/Ethnicity tab with tribe information

Countries of the World Help Feature

This feature is a <u>tool</u> to assist you and the client to identify the client's race. If the client names the country where he or she is from instead of a race selection, staff can select the "Countries of the World" button and select the country or countries the client states. Client Services will show the race selection(s) based on the predominant race populations of that country.

Countries of the World pop-up
With country selected

Client #2
Child

See next
page for
example of
completed
R/E tab.

Countries of the World Feature

- Searching the list of countries works a little differently than other lists in Client Services. Type in the first few letters of the country and you will be taken to that country on the list. For example, for Venezuela, type in V-e-n and Venezuela will be highlighted. (As opposed to typing V to get to the V's on the list then typing V over again to move through the list.)

- Some countries have multiple race categories based on statistics. One example is Venezuela. This country has three predominant race categories: Native of Mexico, Central or South America, White and Black.

- The selected race categories will be automatically applied to the Race/Ethnicity tab when the OK button is pressed.

- You may keep the selections, remove them or change them.

- This is a help feature to aid in selecting the appropriate race for the client. You may discuss the selections with the client to determine if the selections are appropriate.

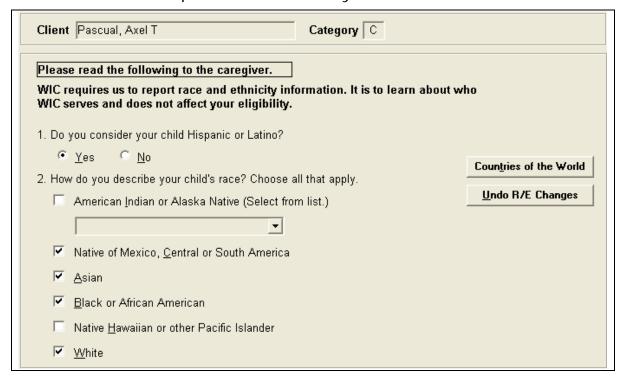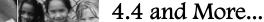Example of Client # 2
Completed Race/Ethnicity tab information

| Client | Pascual, Axel T | Category | C |

Please read the following to the caregiver.

WIC requires us to report race and ethnicity information. It is to learn about who WIC serves and does not affect your eligibility.

1. Do you consider your child Hispanic or Latino?

    ◉ Yes   ○ No

2. How do you describe your child's race? Choose all that apply.

    ☐ American Indian or Alaska Native (Select from list.)

    [▼]

    ☑ Native of Mexico, Central or South America

    ☑ Asian

    ☑ Black or African American

    ☐ Native Hawaiian or other Pacific Islander

    ☑ White

[Countries of the World]

[Undo R/E Changes]

Activity:

The items you will need for this activity are located in the Appendix.

1. Case studies with client information
2. The Race/Ethnicity Client Tool
3. Copy of the Race/Ethnicity screen

Find a partner and take turns being the client and the staff person.

When you are the staff person:

*   Explain to the client why we are asking this information
*   Provide the client with the Race/Ethnicity Client Tool
*   Practice asking the ethnicity and race questions
*   Document the client's (your partner) responses to the ethnicity and race questions on the copy of the Race/Ethnicity screen.

When you are the client:

*   Use the case study and pretend to be the client
*   Answer the ethnicity and race questions according to the scenario.

What did you notice while you were the staff person?

What did you notice while you were the client?

What do you think will help you in asking clients these questions?

"The competent professional cultivates a non-judgmental attitude of respect, interest, and inquiry."
Author Unknown

Transitioning to the new Race/Ethnicity tab

Since the new way of collecting race and ethnicity is very different from the way WIC collected and documented this information previously, the racial-ethnic information that was documented for each client could not be carried forward to the new Race/Ethnicity tab in Client Services 4.4.

• Race and ethnicity information is collected and documented separately.
• Clients must be allowed to select as many race categories as apply to them.

As a result, all clients will need to have this information entered on the Race/Ethnicity tab as they come in to the clinic once Client Services 4.4 is implemented in your clinic. Staff can enter the information by accessing the Race/Ethnicity tab on the Desktop or when the tab is available in a wizard (PE, EN, NC and TI).

If race or ethnicity information is not entered or not complete (answers to both questions have not been documented) when you try to open one of the following wizards, a message will pop up to let you know the information is required. By selecting OK on the pop-up, Client Services will take you directly to the Race/Ethnicity tab where you can enter and save the information.

Race and ethnicity information must be entered in the client's file in order to open these wizards:

• Recertification (RC)
• Follow-up (F/U)
• Health Assessment (HA)
• Registered Dietitian (RD)
• Second Contact (2C)

You can enter the following areas without completing the Race/Ethnicity information:

• Change Cert Info (CI) wizard
• Check Pick-Up

> Use the Change Cert Info wizard to document in a client's chart without having to enter the Race and Ethnicity information. For example, to document notes from a phone call or a weight for a pregnant woman taken after a group session when R/E info was not asked.

Clinic Transition to the new tab

As each client comes in for their WIC appointment most staff ask the client if there are any changes in address, phone number or alternate endorser. If it is the first time you have seen the client after Client Services 4.4 has been installed in your clinic, you will also want to ask about the client's race and ethnicity. If you go to a wizard before documenting the race and ethnicity, Client Services will return you to the tab to enter the information.

You will need to work together as a clinic team to determine how best to document this information as clients come in for appointments after your clinic is upgraded to Client Services 4.4. The clinic's flow will determine what will work best for each site.

It will take about 3 – 6 months to transition most clients to the new Race/Ethnicity data collection format.

Words to use while transitioning to 4.4:

You will find the words and clinic flow that works best for you and your clients. Here are some words you may want to consider.

For clients currently in the system before Client Services 4.4:

- You may want to explain to the client: "Because of a new WIC rule, we have to ask about your race and ethnicity information again and update the information in your file." Then read the required information and the questions.

- You may also mention that the client/caregiver might have been asked the same questions when applying for Medical Coupons.

- The R/E Client Tool can be given to the client/caregiver and used to guide the conversation and the questions.

For new WIC clients:

- You can use the R/E Client Tool and the words on the Race/Ethnicity screen to guide the conversation.

Collecting Race and Ethnicity Data in Client Services 4.4:

In summary:

- Most of the rules have not changed about how and when we gather this information.
- Collecting race and ethnicity data in this way provides more accurate information about Washington WIC clients.
- Allowing clients to self-report is the most accurate and respectful way to collect Race/Ethnicity information.
- Document as many races as a client reports to better reflect the diversity of our population.
- Race/Ethnicity documentation is required for all clients including existing clients.

The new way of collecting this information will provide valuable information about the clients we serve in the Washington State WIC Nutrition Program in order to:

- Serve our WIC clients better.
- Identify and address health disparities for our clients.
- Assure that Civil Rights laws are being followed so there is equal access to the WIC Program and all other federal programs.

"Each time a man stands up for an ideal, or acts to improve the lot of others, or strikes out against injustice, he sends forth a tiny ripple of hope...and crossing each other from a million different centers of energy and daring those ripples build a current that can sweep down the mightiest walls of oppression and resistance."

Robert F. Kennedy

APPENDIX

OPTIONAL "WARM UP" ACTIVITY

Activity:

Work in small groups of about 4 – 6 people to discuss these questions. Write down the responses from your group. We'll have time for sharing with the larger group after the activity.

- How do you describe your race? List as many races as apply to you to represent your heritage.

- Where are your ancestors from? From what you know or were told, where did your family originate?   (example: I was born in Spokane, but my family originated in Poland.)

- What languages do you speak well enough to communicate with another person?

- What would you say is WIC or WIC staff's greatest strength in serving WIC clients in Washington state?

See the next page for an example from the Client Services 4.4 Team.

Example for optional warm up activity:

The Client Services 4.4 Development and Training Team at the state WIC office includes programmers, software testers, database administrators, Help Desk staff, program staff and trainers.

When the 4.4 team was asked these questions here is what they said:

How do you describe your race?

> We are Native American, Asian, Black and White.

Where are your ancestors from (where did your family originate)?

> We come from Ireland, Germany, England, Sweden, Switzerland, France, Poland, and Ceylon.

What languages do you speak?

> We speak English, Spanish, "Canadian", Japanese, German, Tamil, and the universal "language of love and caring."

What is the 4.4 Team's greatest strength in serving WIC staff and clients in Washington state?

Our greatest strength is:

- Our unified desire to make Client Services (CIMS) work best for clinic staff and clients.
- Our flexibility, adaptability and openness to new ideas.
- Effective communication, team work and attention to tiny details.
- We come from different backgrounds, vary in age and race, have diverse beliefs and experiences – yet we all unite in one goal. That's the culture of WIC and that's what makes this program and its people exceptional and extraordinary.
- We truly care about WIC staff and clients, this is more than just a "job".

SAMPLE R/E CLIENT TOOL
FRONT

WIC requires us to report race and ethnicity information.
It is used to learn about who WIC serves and
does not affect your WIC eligibility.

Race means the origins of your family or ancestors.

Ethnicity means a person's culture.

WIC Staff will ask you the following <u>two</u> questions:

1. **Do you consider yourself/your child Hispanic/Latino?**
   A person of Cuban, Mexican, Puerto Rican, South or Central
   American, or other Spanish culture, regardless of race.

   Yes?   No?

2. **How do you describe your race/your child's race?**
   Choose all that apply to you/your child.

American Indian or Alaska Native	Having origins in any of the original peoples of Alaska, Canada, or the United States and maintains tribal affiliation or community attachment. Please tell us which tribe from the list on the back of this page.
Native of Mexico, Central or South America	Having origins in any of the original peoples of Mexico, Central or South America.
Asian	Having origins in the original peoples of the Far East, Southeast Asia, Philippine Islands, or Indian Subcontinent.
Black or African American	Having origins in the black racial groups from Africa.
Native Hawaiian or Other Pacific Islander	Having origins in the original peoples of Hawaii, Guam, Samoa, or other Pacific Islands.
White	Having origins in the original peoples of Europe, Middle East, or North Africa.

Getting WIC does not affect your immigration status.
This institution is an equal opportunity provider.
Washington WIC does not discriminate.

SAMPLE R/E CLIENT TOOL
BACK – LIST OF TRIBES

American Indian/Alaska Native
List of Tribes

Alaska Native
Canadian Indian
Chehalis Confederated
Chinook
Colville Confederated Tribes
Cowlitz
Duwamish
Hoh
Jamestown S'Klallam
Kalispel
Kikiallus Indian Nation
Lower Elwah
Lummi Nation
Makah
Marietta Band of Nooksack Tribe
Muckleshoot
Nisqually
Nooksack
Port Gamble S'Klallam
Puyallup
Quileute
Quinault
Samish Indian Nation
Sauk-Suiattle
Shoalwater Bay
Skokomish
Snohomish
Snoqualmie
Snoqualmoo
Spokane
Squaxin Island
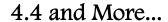Steilacoom
Stillaguamish
Suquamish
Swinomish
Tulalip
Upper Skagit
Yakama Nation
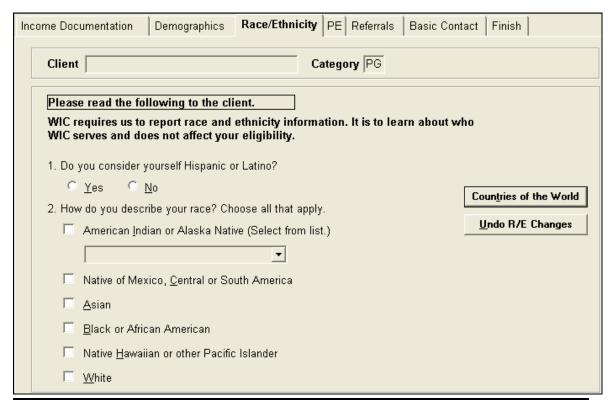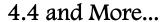Other - Non-Washington State Tribe
Other - Washington State Tribe
Unknown

Race/Ethnicity Tab
Screen Print for Practice Activity

Choose a partner for this practice activity, you will take turns being the client and the staff person. Choose one of the "client scenarios" on the next pages to role play with your partner. Use the screen print of the Race/Ethnicity tab below to document your partner's answers.

1. Let the client know you will be asking about his/her ethnicity and race information.

2. Provide your client with the Race/Ethnicity Client Tool and give him/her a moment to review it, or read the information to the client from the screen print below.

3. Read the statement at the top of the tab and ask your client the two questions.

4. Document your client's answers on the screen print of the Race/Ethnicity tab provided below.

5. Switch roles with your partner (the WIC staff becomes the client, and the client becomes the staff person) and role play another client scenario.

Income Documentation	Demographics	**Race/Ethnicity**	PE	Referrals	Basic Contact	Finish

Client [   ]   **Category** [PG]

Please read the following to the client.

**WIC requires us to report race and ethnicity information. It is to learn about who
WIC serves and does not affect your eligibility.**

1. Do you consider yourself Hispanic or Latino?

   ○ Yes   ○ No

2. How do you describe your race? Choose all that apply.

   ☐ American Indian or Alaska Native (Select from list.)

   [▼]

   ☐ Native of Mexico, Central or South America

   ☐ Asian

   ☐ Black or African American

   ☐ Native Hawaiian or other Pacific Islander

   ☐ White

[Countries of the World]

[Undo R/E Changes]

Client scenarios for Race and Ethnicity practice:

Using the information below, respond to the WIC staff person's questions about ethnicity and race as if you were this client. There are six client scenarios to choose from.

Client A:

You were raised in a Hispanic environment as a child, but you do not really see yourself as practicing or identifying with this ethnicity as an adult.

You were born in the United States of parents from Mexico. One parent is from ancestors who were native to South America, the other parent identifies with their Spanish or European ancestry.

Client B:

You were born and raised in Malaysia. You really don't understand the term Hispanic or Latino. You need more information from the WIC staff person as to what this means. (please ask your staff person what this means). After the staff person responds, do you feel you identify with this culture?

You are from Malaysia and you also have ancestors from the Philippines.

Client C:

You do not feel that you are Hispanic or Latino, you grew up in Washington state in a non-Hispanic community.

You were born in the United States of parents with the following heritage. One parent has ancestors from Sweden, France, Germany and Norway. The other parent is Native American and is proud of her Cherokee heritage.

Client D:

You grew up in Mexico and recently moved to Washington state.

Your parents and grandparents were born in Mexico and that is all you know about their heritage.

Client E:

You recently came to the United States from the Ukraine. You are not sure what the staff person means when she asks you if you are Hispanic or Latino. (Please ask your staff person to describe this term to you.) After the description, do you feel this applies to you?

You are also not sure what the staff person means when she asks you your race – you are from the Ukraine.

Client F:

You were not raised in a Hispanic or Latino family, but you have many friends who are Hispanic and Latino, you like the language, food and culture. Would you describe yourself as Hispanic or Latino?

You were born in the United States and describe your race to be African American and Korean.